



Department of Accounts Charge Card Bulletin

January 6, 2006

Bulletin 2006-01

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Charge Card Administration

Contact Us

Implementation:

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Charge Card Analyst

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UPS Detail Data

For agencies that have set up their UPS (United Parcel Service) accounts on direct bill using your GE MasterCard, you can request a detailed flat file to assist in reconciling your UPS accounts. You can contact Betty Hudgins at UPS at 1-888-461-5046 to get set up to receive this flat file.

For agencies that have not already set your UPS accounts for automatic billing on your GE MasterCard, you can contact Betty at the number above. This will help your Purchase card utilization statistics each quarter.

Monthly PA Calls for 2006

DOA and GE MasterCard will begin Monthly PA calls in February. The calls will be held the first Wednesday of each month at 10am. Each month will have a specific topic associated with it. For February, the call is scheduled for February 1st starting at 10am. Call in information will be communicated to PA's in an email. Please remember for staff calling in from the same agency to join together and call in on one line to allow more Commonwealth PA's to join the call.

The topic of February's call will be introductions of the DOA Charge Card Administration team and GE MasterCard team. There will be time for a general question and answer session afterwards.

AMEX Card Cancellations

American Express has provided DOA with more detailed information regarding what charges will still be processed on your cancelled AMEX cards.

Remember that agencies and cardmembers will continue to receive AMEX statements as long as there is a balance (debit or credit) on the account. Per American Express, vendors have **one year** to submit a charge *as long as the vendor has obtained an approval code from AMEX*; therefore, outstanding charges will post to an account that has been cancelled even if there has been no activity for months. *If a vendor did not obtain an approval code prior to the card cancellation, they will not be able to place any charges or credits on the card.* Upon posting, an AMEX statement will be generated. For Purchase and Gold cards, the agency must process a payment in accordance with current AMEX payment procedures. For Individual AMEX travel cards, the cardholder must submit a payment to AMEX by the due date regardless if they have been reimbursed by the agency.

Under Direction of:

Lora L. George

Director, Payroll Operations and
Charge Card Administration

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Crucial Dates

February 1st

Monthly PA Call 10am

February 2nd

VDOT's "Bridging The Gap"

Third Annual Procurement
Conference in Richmond

March 1st

Monthly PA Call

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368

Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

DOA Contact Information

Email: CCA@doa.virginia.gov

Phone: 804-371-4350

Fax: 804-786-9201

Emails from CCA and GE

Agency staff should ensure the emails listed below are on the "Safe" email list to prevent communications from DOA Charge Card Administration team and GE MasterCard from being not delivered.

Valerie.Smith@doa.virginia.gov

Danita.Barnes@doa.virginia.gov

Lora.George@doa.virginia.gov

CCA@doa.virginia.gov

Cov.crr@ge.com

Nancy.Alund@ge.com

SAM Database

Effective immediately, the SAM database has been set up for agency PA's to be able to set up subfolders to their agency to organize cardholders in sub groups such as departments or cost centers if they choose to do so. PA's must keep in mind that they are responsible in maintaining those folders and transferring cards into and between them to maintain reporting levels. As new cards are issued for the agency, they will be placed in a "New Accounts" folder by DOA. It is up to the PA's to monitor this folder daily to ensure all cardholders are placed in an appropriate folder. Agencies will begin seeing the "New Accounts" folder within the next few weeks as agencies have new applications.

Apply for Cards

Agency Program Administrators and their backups will be receiving emails with the new procedures for applying for new Purchase and Travel cards (Individual and Agency Travel Cards). Attached to the email will be Turbo files (Excel spreadsheets) with specific coding included which directs the new cards to the appropriate agency. Once the agency has received these emails, all applications will be handled this way. Travel applications will no longer need to be mailed to DOA for processing. All original documents must be maintained at the agency.

Additions to the Matt and Matt Team

GE MasterCard has added two new CRR's to the Matt and Matt dedicated Commonwealth team. They will be working with the Matt's and their names are Angie and Dennis which most of you probably have already spoken to.

Contact Numbers for GE

Program Administrators Only Customer Service 866-843-1368

Cardholders Customer Service 866-834-3227

Overseas Collect 801-464-3232